KIWEEWA ABDULHAKIM

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PROFILE

I am an introvert by character with a positive attitude and highly motivated individual with good communication and interpersonal skills. I attain a high school certificate, Diploma & Certificate in computer science. I am currently working at KIMXP COMPUTER SERVICES, Kampala, Uganda. I am an i.t specialist dealing with computers, printers and all technology gadgets.

I am a Ugandan by nationality

EDUCATION

2015
Certificate in computer science
BUGANDA ROYAL INSITITUTE, KAKEEKA, Mengo , Kampala
CERTIFICATE IN COMPUTER SCIENCE

DIPLOMA IN COMPUTER SCIENCE (2016)
BUGANDA ROYAL INSITITUTE, KAKEEKA, Mengo , Kampala

MENGO YOUTH DEVELOPMENT LINK
2015
Internship for certificate in computer science
(Basic Practical knowledge of work applications)
(Internship Period at Mengo Youth Development Link)

2013 – 2014
KYOTERA TOWN SCHOOL , Kyotera , Uganda
I obtained a Uganda Advanced Certificate
Of Education (UACE) (High School)

2009 - 2012
KYOTERA TOWN SCHOOL , Kyotera , Uganda
I obtained a Uganda Certificate
Of Education (UCE) (Secondary School)

2001- 2008
KIBULI DEMONSTRATION SCHOOL, Makindye, Kampala

P.L.E PASS SLIP
I attended Kibuli Demonstration School in Kampala District where I obtained my primary certificate as attached

PROFESSIONAL MEMBERSHIP

Member, A prefect at school, Entertainment, Mess Prefect, Computer Clubs.

KEY COMPETENCIES

Management skills

I have maintained communication and quality of the professional relationship between users and the IT support staff which are key elements to the user support

I have developed my management and communication skills through the interaction with different workmates including my immediate supervisor.

As a support staff I have always acknowledged receipt of the issue from users and attempted to solve them accordingly.

Team work

Inter personal skills, professional communication skills both verbal and written, listening skills and anger management.

CAREER OBJECTIVES

Highly skilled professional with more than 5years of experience in Computer Assembly, Hardware Repair, Customer Service experience, and working with printers by installing them and maintaining them - commerce and a keen eye, a goal getter with proven records of achieving targets seeking an opportunity to invest my professional know-how as well as attain more career growth were given the opportunity.

Practical, analytical and problem-solving skills

Attention to detail, accuracy and proper reporting lines thus problem analysis and solving

Computer Skills

- Computer literacy with competency in Microsoft Office applications,
- Systems analysis and design,

- Digitalizing information for quick decision making,
- Business process modeling and analysis,
- Decision support systems,
- Computer security
- Geographical information systems and Remote sensing
- Computer Maintenance skills and troubleshooting's

- Good knowledge of storekeeping.
- Skill in time management.
- Excellent knowledge in First and Last Mile operations
- Excellent Physical Inventory (PI) knowledge.
- Stellar MS office skills (Word and power point, excel, access)
- Good data entry knowledge.
- Good knowledge of Printing and Networking with Workgroups
- Excellent handling of the RF, PDA and LDT scanning devices.
- Strong attention to details.
- Natural ability to work on my own initiative or as part of a team.
- Always willing to learn and adapt very fast to any working environment.
- Excellent interpersonal, verbal and written communication skills (English plus a few Languages)
- Strong organizational skills.
- Excellent customer relationship knowledge.
- Strong management, training and motivational skills.
- Maintaining & Servicing Computers in both hardware and software installations
- Troubleshooting errors
- Cooperative with others
- Working with printers
- Networking
- Microsoft word
- Windows installations
- Time keeping -working with internet and emails
- Printing and maintenance with knowledge of refilling ink, cleaning cartridges and more

EDUCATION AND CERTIFICATIONS

- High School Certificate ("O" Level) / Advanced Level (A' level)
- Primary Leaving Education Certificate (P.L.E)
- Certificate in computer science
- Internship for Computer Applications (Report)
- Diploma in computer science